



0000099149

ORIGINAL

## BEFORE THE ARIZONA CORPORATION COMMISSION

**COMMISSIONERS**

KRISTEN K. MAYES - CHAIRMAN  
 GARY PIERCE  
 PAUL NEWMAN  
 SANDRA D. KENNEDY  
 BOB STUMP

2009 JUN -9 P 3:39

Arizona Corporation Commission

**DOCKETED**

AZ CORP COMMISSION  
 DOCKET CONTROL

JUN - 9 2009

DOCKETED BY

Kim Jorgenson,

DOCKET NO. E-01933A-09-0245

Complainant,

**TUCSON ELECTRIC POWER  
 COMPANY'S RESPONSE TO  
 FORMAL COMPLAINT AND  
 MOTION TO DISMISS**

vs.

TUCSON ELECTRIC POWER COMPANY

Respondent

Tucson Electric Power Company ("TEP" or the "Company"), through undersigned counsel, respectfully responds to the formal complaint filed by Mr. Kim Jorgensen on May 19, 2009 ("Formal Complaint"). TEP also respectfully requests the Arizona Corporation Commission ("Commission") dismiss the Formal Complaint on the grounds that Mr. Jorgensen is responsible for the unpaid balances on accounts billed for electric service. TEP is requesting payment of unpaid balances for services rendered to Landmark Properties, LLC ("Landmark Properties"), of which Mr. Kim Jorgensen is the owner, in the amount of \$355.34.

**I. BACKGROUND**

Mr. Jorgensen is a customer of TEP. He alleges in his Formal Complaint that he has a "running dispute" with TEP regarding past due bills that have accrued under an Agreement for Continuing Electric Service to Landlord's Premises ("Agreement"); a copy is attached hereto as Exhibit A. The Agreement allows the customer, who is an owner or leasor, to continue electric service without interruption when his tenant or lessee vacates an affected property. Mr. Jorgensen claims that TEP has failed to clarify certain bills under the Agreement.

1 Prior to Mr. Jorgensen's Formal Complaint filed with the Commission a TEP  
2 Representative from the credit and collections department contacted the Landmark Properties  
3 Office Manager in December 2007 and provided her with an explanation and description of  
4 unpaid balances in the amount of \$1,495.34 for various apartment units during non-occupied  
5 periods under the name of Landmark Properties. The TEP Representative explained to the Office  
6 Manager that due to outstanding and unpaid balances, TEP was canceling the Agreement with  
7 Landmark Properties as of December 2007. A TEP Commercial Account Manager ("CAM")  
8 later spoke with Mr. Jorgensen on January 8, 2008 regarding TEP's decision to cancel the  
9 Agreement. At that time, Landmark Properties was once again requested to remit payment for  
10 the unpaid balances.

11 **II. COMPLAINT ALLEGATION No. 1**

12 Mr. Jorgensen specifically alleges, "We then asked TEP for a complete current  
13 accounting, including what charges have been transferred to and from where, and how our many  
14 payments had been applied. TEP claimed that this was too much work for them to do, and they  
15 refused."

16 **TEP RESPONSE**

17 Contrary to Mr. Jorgensen's claims, TEP provided him with monthly bills during the time  
18 of service. Further, TEP provided a bill for the transferred balance on each of these accounts. In  
19 an effort to assist Mr. Jorgensen, a TEP CAM provided a spreadsheet in January 2008 which  
20 provided the customer with account numbers and unit numbers that had outstanding balances  
21 with TEP. The spreadsheet is attached hereto as Exhibit B. The information sent to Mr.  
22 Jorgensen also included the account numbers and unit numbers of where these balances were  
23 transferred to on active billing accounts, as well as copies of the bills mailed prior to January  
24 2008; copies of these bills are attached hereto as exhibit C.

25 **III. COMPLAINT ALLEGATION No. 2**

26 Mr. Jorgensen states, "After many more months, in August of 2008, we agreed on a  
27 compromise settlement so that they would not have to do this internal accounting. We settled on

1 a sum, payable in four payments, and this sum was paid by us. Now, after we have paid it off,  
2 they are claiming that the amount we settled on was incorrect (i.e., that they had made mistakes  
3 in their accounting) and demanding (without explanation) that more bills from this period have  
4 surfaced and we simply pay them without any backup and once again threatening to cut off our  
5 service”.

6 **TEP RESPONSE**

7 TEP does not enter into payment “settlement agreements”, but may offer a deferred  
8 payment plan in order to collect unpaid bills for electric service. For information on TEP’s  
9 deferred payment plan, please see TEP’s approved Rules and Regulations, Section 11.H, attached  
10 hereto as Exhibit D. On August 22, 2008 a Landmark Properties employee contacted TEP’s  
11 CAM and requested a payment arrangement to avoid electric services from being disconnected.  
12 The CAM identified \$1,140.00 as the outstanding balance during his initial investigation in  
13 August 2008, and agreed to provide Landmark Properties with a payment arrangement for four  
14 (4) installment payments of \$285.00 a month. After additional research was completed, TEP’s  
15 same CAM contacted Landmark Properties in October 2008 and left a message to address other  
16 accounts, with unpaid balances, in the amount of \$355.34, under Landmark Properties. The total  
17 amount identified by the CAM (\$1,495.34) is the same amount that was provided to Landmark  
18 Properties in December 2007. Again, contrary to Mr. Jorgensen’s claims, TEP provided him  
19 with monthly bills and bills for transferred balances that were consistent with the amount  
20 (\$1,495.34) that TEP originally provided regarding Landmark Properties unpaid balances.

21 **IV. COMPLAINT ALLEGATION No. 3**

22 Mr. Jorgensen stated in his complaint that, “TEP admitted they had lost track of all  
23 transfers they had done and that not only should we simply pay them based on their word but,  
24 incredibly, that more bills might still surface and that they could not tell us how much they  
25 claimed we still owed”

26 **TEP RESPONSE**

1 This allegation is simply not true. On May 4, 2009, a conference call was held with TEP  
2 representatives, Commission Staff and Mr. Jorgensen. During the call, TEP explained that the  
3 unpaid balances for Landmark Properties were transferred from closed accounts to active  
4 accounts for Landmark Properties; TEP billed the customer to notify him of the transferred  
5 unpaid balances. Once balances have been transferred to an active account, TEP no longer tracks  
6 the origin of the unpaid balance and the unpaid account is then closed. TEP also explained to  
7 Mr. Jorgensen that TEP will continue to hold him responsible for unpaid balances as they are  
8 discovered if they are associated with any of his accounts (*i.e.* "Mr. Kim Jorgensen" or  
9 "Landmark Properties"). For information on TEP's Billing and Collection Policy, please see  
10 TEP's approved Rules and Regulations, Section 11.B.2 and 11.C, attached hereto as Exhibit E.

11 **V. CONCLUSION**

12 TEP will continue to work with Mr. Jorgensen to provide any additional detail on the  
13 remaining amounts owed to the Company. Nevertheless, TEP respectfully requests that the  
14 Commission dismiss Mr. Jorgensen's Formal Complaint. On numerous occasions TEP has  
15 provided bills and explanations regarding the amounts due for unpaid balances on Mr.  
16 Jorgensen's accounts for Landmark Properties. During the informal complaint process in which  
17 Mr. Jorgensen made the same allegations, Commission Staff found no fault with TEP's  
18 accounting or billing and collection practices. TEP followed, and continues to follow, its Rules  
19 and Regulations, the Arizona Administrative Code and all applicable Arizona laws. Therefore,  
20 TEP respectfully request that the motion to dismiss be granted.  
21  
22  
23  
24  
25  
26  
27

1 RESPECTFULLY SUBMITTED this 9<sup>th</sup> day of June 2009.

2 TUCSON ELECTRIC POWER COMPANY

3  
4 By Michelle Livengood  
5 Michelle Livengood  
6 Tucson Electric Power Company  
7 One South Church Avenue, Ste 200  
8 Tucson, Arizona 85701

9 Attorney for Tucson Electric Power Company

10 Original and 13 copies of the foregoing  
11 filed this 9<sup>th</sup> day of June 2009 with:

12 Docket Control  
13 Arizona Corporation Commission  
14 1200 West Washington Street  
15 Phoenix, Arizona 85007

16 Copy of the foregoing hand-delivered/mailed  
17 this 9<sup>th</sup> day of June 2009 to:

18 Lyn A. Farmer, Esq.  
19 Chief Administrative Law Judge  
20 Hearing Division  
21 Arizona Corporation Commission  
22 1200 West Washington Street  
23 Phoenix, Arizona 85007

24 Janice Alward, Esq.  
25 Chief Counsel, Legal Division  
26 Arizona Corporation Commission  
27 1200 West Washington Street  
Phoenix, Arizona 85007

Ernest G. Johnson  
Director, Utilities Division  
Arizona Corporation Commission  
1200 West Washington Street  
Phoenix, Arizona 85007

By Mary Ippolito

# EXHIBIT A

Sep 11 06 09:12a  
08/14/2006 10:58 FAX

928-774-6396  
Sheri Houston

UNS GAS INC  
520-325-8753  
TEP CUSTOMER CARE

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P. 3  
002/003

**AGREEMENT FOR CONTINUING  
ELECTRIC SERVICE TO LANDLORD'S PREMISES**  
PO Box 711, SC122  
Tucson, AZ 85702

This agreement is entered into between Tucson Electric Power Company ("TEP") and LANDMARK PROPERTIES ("Landlord") this 10th day of September, 2006.  
WHEREAS, Landlord owns certain premises ("Premises") identified below and incorporated by reference herein.  
Addresses to be covered by Agreement:

3737 E. BELLEVUE STR.  
TUCSON, AZ 85718

WHEREAS, the Premises are from time to time leased to tenants and vacated thereby.  
WHEREAS, Landlord desires that electric service to the Premises continue during those periods of time that the Premises are vacated by the tenants.

NOW THEREFORE, in consideration of the mutual covenants and promises contained herein, TEP and Landlord agree as follows:

1. TEP shall provide electric service to the Premises.
2. Landlord shall pay to TEP, at the rate then in effect for residential/commercial customers, for all electric service provided to the Premises unless and until TEP receives notice that the Premises are occupied by a tenant who shall be liable for the payment for electric service rendered thereto. Should TEP receive the above-described notice, Landlord's liability for electric service shall be restricted to those periods when the Premises are vacated by the tenants residing therein.
3. The applicable service connection fee of \$13.50 will be charged to Landlord for the initial connection of service under this agreement and to the Landlord each time service is established in Landlord's name, under the terms of this agreement.
4. At the time of payment, Landlord agrees to provide TEP with such applicable account number or address to which payment should be directed.
5. Landlord agrees to be responsible for, and to pay to TEP, all charges which are in dispute between Landlord and the tenant.
6. A debt on any account or refusal on the part of Landlord to sign and return this Agreement to TEP within 30 days of the date of receipt will result in a withdrawal of this offer and the immediate termination of any existing Agreement for Continuing Electric Service to Landlord's Premises.
7. This Agreement shall continue in effect until such time as Landlord gives TEP written notice of revocation of this Agreement or such time as TEP elects to discontinue this Agreement.

LANDMARK PROPERTIES

Billing Name of Landlord

3737 E. BELLEVUE STR. #4, 85718

Mailing Address of Landlord

(ADDRESS WHERE BILLS SHOULD BE MAILED)

323-654-6434

Phone Number (Home)

(Business)

7/10/06

Date

LANDMARK PROPERTIES by

[Signature]

Signature

**\*\*MUST BE SIGNED BY PROPERTY OWNER OR  
CORPORATE OFFICER\*\***

[Signature]  
Tucson Electric Power Company Representative

9-19-06  
Date Accepted

RECEIVED SEP 28 2006  
PT

# **EXHIBIT B**



ACCOUNT XFR TO	ACCT XFR FROM	AMOUNT	DATE	APT	Comments
3774215558	6248015363	\$40.36	1/31/2007	25	No payments made on this account. Closed on 7-5-07
current bill is \$208.24	6603263595	\$28.78	1/25/2007	215	This account closed in 11-6-06 No payments made to account
8038237033		\$140.01		24	Rest of this bill is from unit 24. No payment history on this account
current bill is \$179.71	1932835016	140.26	12/20/2007	227	Final 2 bills for unit 227 were not paid when account closed in 8-07
1932835016	1069759845	39.45		12	
		28.8	4/26/2007	6	This was transferred into acct 1932835016 then to account 8038237033
7190718165	420863281	125.66	5/17/2007	221	No payment made to this account
	7628431663	84.43	5/24/2007	28	No payment made to this account/ unit re-activated money owing
	3491483347	189.69	7/13/2007	218	No payment made to this account/ unit is active and has outstanding bill
	8129723761	70.36	8/7/2007	13	No payment made to this account/ unit re-activated money owing
	9820100227	63.36	8/10/2007	10	No payment made to this account
	4132070068	82.2	9/20/2007	2	No payment made to this account
	1089759845	42.32	9/20/2007	6	No payment made to this account
	1089759845	71.02	10/19/2007	12	No payment made to this account / unit re-active and has outstanding bill
	6248015363	98.2	10/29/2007	25	No payment made to this account / unit is active and has outstanding bill
	7887236301	84.2	11/6/2007	22	No payment made to this account
current bill is \$31.04	2618151365	40.51	11/21/2007	221	No payment made to this account
				4	Account 7190718165 recorded a payment of \$688.23 on 12-5-07
Closed Accounts	Account numbers	Amounts Owning	Date Closed	APT #	Comments
	6603263595	124.58	8/18/2007	215	No Payments made to this account
	1311720421	154.25	1/3/2008	18	No Payments made to this account
	8129723761	38.11	12/6/2007	13	No Payments made to this account
	8810680581	56.54	9/27/2007	7	No Payments made to this account
	5822039500	78.22	8/13/2007	11	No Payments made to this account
	6180688837	67.68	9/14/2007	17	No Payments made to this account
	7011618460	224.35	8/3/2007	15	No Payments made to this account
	6978467648	112.36	9/7/2007	225	No Payments made to this account
	7628431122	31.83	12/4/2007	28	No Payments made to this account
	3491483347	29.67	1/7/2008	218	No Payments made to this account
	1089759845	24.36	1/11/2008	6	No Payments made to this account
	3774215558	209.24	1/15/2008	227	See above for transferred amounts on this bill / No payments made
	8038237033	179.71	1/3/2008	12	See above for transferred amounts on this bill / No payments made
	7190718165	31.04	12/7/2007	4	See above for transferred amounts on this bill
Active Account					
	2347481762	54.61	active	4	4 month bill No payments made to this account

# EXHIBIT C

# Final Bill

Page 1 of 1

Account: 7190718165  
 Bill Date: 12-11-2007  
 Customer Name: LANDMARK PROPERTIES  
 Service Address: 3737 E BELLEVUE ST. 4  
 TUCSON AZ 85716-4036

Previous Balance	- Payments/Credits	+ Charges/Debits	= Current Balance
647.72	688.23	71.55	31.04

DUE DATE	AMOUNT DUE
12-26-2007	\$31.04

Payment: \$688.23 on 12/05/2007 - Thank You!

## R01 - Residential (Closed Service No. 7190718050)

Cost of Electric Service Used 11-15-07 - 12-7-07

### COMPETITIVE SERVICES

Generation of Electricity	17.83
Transmission & Ancillary	3.24
Billing	2.52
Meter Services	1.01
Meter Reading	0.80

The Above Competitive Charges Can  
Be Compared to Other Suppliers

### TEP DELIVERY SERVICES

Customer Charge	0.62
Distribution Delivery	9.23
System Benefits	0.42
Environmental Portfolio Surcharge	0.25
Competition Transition Charge	7.87 CR

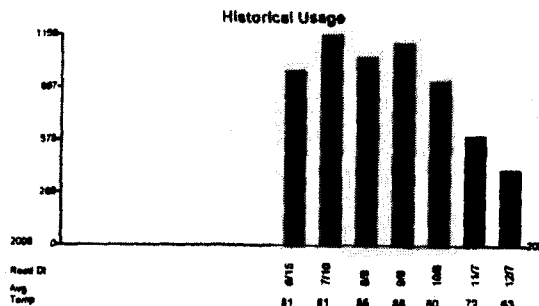
### TAXES AND ASSESSMENTS

ACC Assessment	0.06
RUCO Assessment	0.01
City Franchise Fee	0.61
State Sales Tax	1.61
County Sales Tax	0.14
City Sales Tax	0.56

Total Electric Service Charges 31.04

Amount Transferred From Another Account 40.51

Total Charges 71.55



Meter	Unit of Measure	Next Read Date	Current Read Date	Prior Read Date	Days	Current Reading	- Prior Reading	= Reading Difference	x Multiplier	= Usage
XH-612045	KWH	12-17	12-07	11-14	23	5583	5554	29	10	290

Para asistencia en Español, el número de teléfono se encuentra al reverso de esta pagina.

Please Return this portion with your payment to ensure proper credit to your account.

Tucson Electric Power Co.  
P.O. Box 80077  
Prescott AZ 86304-8077

Please make payable to Tucson Electric Power Company.  
Write your TEP account number on front of check or money order.

Final Bill

Account	DUE DATE	AMOUNT DUE	+ Contribution*	= Amount Paid
7190718165	12-26-2007	\$31.04		

N 01 7190718165 000064772 D 000003104 D 1

#BWNDCCF



LANDMARK PROPERTIES  
3737 E BELLEVUE ST. 4  
TUCSON AZ 85716



\*HEERO Contribution\*\*

(Add one-time amount to share with a less fortunate neighbor. Visit tep.com to have a monthly pledge automatically added to your bill.)  
\*\*HEERO - Help with Emergency Energy Relief Operation

TUCSON ELECTRIC POWER COMPANY  
P.O. BOX 80077  
PRESCOTT AZ 86304-8077



# Final Bill

Page 1 of 1

Account: 1089759845  
 Bill Date: 1-16-2008  
 Customer Name: LANDMARK PROPERTIES  
 Service Address: 3737 E BELLEVUE ST. 6  
 TUCSON AZ 85716-4036

Previous Balance	- Payments/Credits	+ Charges/Debits	= Current Balance
24.38	0.00	7.07	31.45

Delinquent Amount	DUE DATE	AMOUNT DUE
\$24.38	1-28-2008	\$31.45

## R01 - Residential (Closed Service No. 1089759193)

Cost of Electric Service Used 12-18-07 - 1-11-08

### COMPETITIVE SERVICES

Generation of Electricity	1.32
Transmission & Ancillary	0.22
Billing	2.52
Meter Services	1.01
Meter Reading	0.80

The Above Competitive Charges Can  
Be Compared to Other Suppliers

### TEP DELIVERY SERVICES

Customer Charge	0.62
Distribution Delivery	0.63
System Benefits	0.02
Environmental Portfolio Surcharge	0.02
Competition Transition Charge	0.66 CR

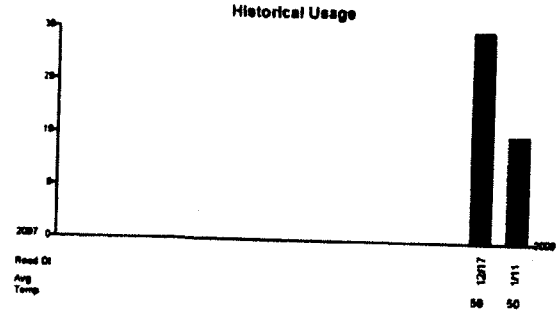
### TAXES AND ASSESSMENTS

ACC Assessment	0.01
City Franchise Fee	0.04
State Sales Tax	0.36
County Sales Tax	0.03
City Sales Tax	0.13

### Total Electric Service Charges

7.07

Meter	Unit of Measure	Next Read Date	Current Read Date	Prior Read Date	Days	Current Reading	- Prior Reading	= Reading Difference	x Multiplier	= Usage
XH-84502	KWH	1-18	1-11	12-17	25	1584	1582	2	10	20



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Tucson Electric Power Co.  
 P.O. Box 80077  
 Prescott AZ 86304-8077

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 Write your TEP account number on front of check or money order.

### Final Bill

Account	DUE DATE	AMOUNT DUE	+ Contribution*	Amount Paid
1089759845	01-28-2008	\$31.45		

N 01 1089759845 000002438 D 000003145 D 1

#BWNDCCF

LANDMARK PROPERTIES  
 3737 E BELLEVUE, 4  
 TUCSON AZ 85716



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(Add one-time amount to share with a less fortunate neighbor. Visit tep.com to have a monthly pledge automatically added to your bill.)  
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 P.O. BOX 80077  
 PRESCOTT AZ 86304-8077

LANDMARK PROPERTIES

**Final Bill**

Page 1 of 2

Account: 1089759845  
Bill Date: 12-20-2007  
Customer Name: LANDMARK PROPERTIES  
Service Address: 3737 E BELLEVUE ST. 6  
TUCSON AZ 85716-4036

Previous Balance	- Payments/Credits	+ Charges/Debits	= Current Balance
42.32	42.32	24.38	24.38

DUE DATE	AMOUNT DUE
1-02-2008	\$24.38

Para asistencia en Español, el número de teléfono se encuentra al reverso de esta página.

Please Return this portion with your payment to ensure proper credit to your account.

Tucson Electric Power Co.  
P.O. Box 80077  
Prescott AZ 86304-8077

Please make payable to Tucson Electric Power Company.  
Write your TEP account number on front of check or money order.

**Final Bill**

Account	DUE DATE	AMOUNT DUE	+ Contribution* =	Amount Paid
1089759845	01-02-2008	\$24.38		

N 01 1089759845 000004232 D 000002438 D 0

#BWNDCCF



LANDMARK PROPERTIES  
3737 E BELLEVUE, 4  
TUCSON AZ 85716

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PRESCOTT AZ 86304-8077



Account: 1089759845  
 Customer Name: LANDMARK PROPERTIES

**R01 - Residential (Service No. 1089759193)**

Cost of Electric Service Used 11-10-07 - 12-17-07

**COMPETITIVE SERVICES**

Generation of Electricity	3.13
Transmission & Ancillary	0.56
Billing	2.52
Meter Services	1.01
Meter Reading	0.80

The Above Competitive Charges Can  
 Be Compared to Other Suppliers

**TEP DELIVERY SERVICES**

Customer Charge	0.62
Distribution Delivery	1.59
System Benefits	0.07
Environmental Portfolio Surcharge	0.04
Competition Transition Charge	1.45 CR

**TAXES AND ASSESSMENTS**

ACC Assessment	0.02
City Franchise Fee	0.11
State Sales Tax	0.51
County Sales Tax	0.04
City Sales Tax	0.18

Total Electric Service Charges 9.75

Connect Fee (including taxes) 14.63

Total Charges 24.38

Meter	Unit of Measure	Next Read Date	Current Read Date	Prior Read Date	Days	Current Reading	- Prior Reading	= Reading Difference	x Multiplier	= Usage
XH-84502	KWH	1-18	12-17	11-09	38	1582	1577	5	10	50

**Residential (Service No. 1089759284)**

Amount Transferred From Another Account

42.32 CR

# Final Bill

Page 1 of 1

Account: 8810660591  
 Bill Date: 9-17-2007  
 Customer Name: LANDMARK PROPERTIES  
 Service Address: 3737 E BELLEVUE ST, 7  
 TUCSON AZ 85716-4036

Previous Balance	- Payments/Credits	+ Charges/Debits	= Current Balance
0 00	0 00	55.54	55.54

DUE DATE	AMOUNT DUE
9-27-2007	\$55.54

## R01 - Residential (Closed Service No. 8810660745)

Cost of Electric Service Used 8-21-07 - 9-11-07

### COMPETITIVE SERVICES

Generation of Electricity	23.74
Transmission & Ancillary	3.91
Billing	2.52
Meter Services	1.01
Meter Reading	0.80

The Above Competitive Charges Can  
 Be Compared to Other Suppliers

### TEP DELIVERY SERVICES

Customer Charge	0.62
Distribution Delivery	11.15
System Benefits	0.51
Environmental Portfolio Surcharge	0.31
Competition Transition Charge	7.54 CR

### TAXES AND ASSESSMENTS

ACC Assessment	0.08
RUCO Assessment	0.01
City Franchise Fee	0.74
State Sales Tax	2.12
County Sales Tax	0.19
City Sales Tax	0.74

Total Electric Service Charges	40.91
Service Establishment Fee (including taxes)	14.63
<b>Total Charges</b>	<b>55.54</b>

Meter	Unit of Measure	Next Read Date	Current Read Date	Prior Read Date	Days	Current Reading	- Prior Reading	= Reading Difference	x Multiplier	= Usage
AMR3-52547	KWH	9-14	9-11	8-20	22	1712	1677	35	10	350

Para asistencia en Español, el número de teléfono se encuentra al reverso de esta pagina.

Please Return this portion with your payment to ensure proper credit to your account.

Tucson Electric Power Co.  
 P O Box 80077  
 Prescott AZ 86304-8077

Please make payable to Tucson Electric Power Company.  
 Write your TEP account number on front of check or money order

### Final Bill

Account	DUE DATE	AMOUNT DUE	+ Contribution*	Amount Paid
8810660591	09-27-2007	\$55.54		

N 01 8810660591 0000000000 0 000005554 0 7

#BWNDCCF

LANDMARK PROPERTIES  
 3737 E BELLEVUE, 4  
 TUCSON AZ 85716



\*HEERO Contribution\*\*

(Add one-time amount to share with a less fortunate neighbor Visit tep.com to have a monthly pledge automatically added to your bill)  
 \*\*HEERO Help with Emergency Energy Relief Operation

TUCSON ELECTRIC POWER COMPANY  
 P O BOX 80077  
 PRESCOTT AZ 86304-8077

LANDMARK PROPERTIES

**Final Bill**

Page 1 of 2

Account: 5922039500  
 Bill Date: 8-16-2007  
 Customer Name: LANDMARK PROPERTIES  
 Service Address: 3737 E BELLEVUE ST, 11  
 TUCSON AZ 85716-4037

Previous Balance	- Payments/Credits	+ Charges/Debits	= Current Balance
78.47	78.47	78.22	78.22

DUE DATE	AMOUNT DUE
8-28-2007	\$78.22

Join TEP at the Alternative Energy EXPO on Friday, September 14, from 3pm to 7pm and Saturday, September 15, from 10am to 6pm at the Tucson Convention Center. A \$5 admission charge may apply. Visit [tucsonalternatenergyexpo.com](http://tucsonalternatenergyexpo.com) for more details.

Para asistencia en Español, el número de teléfono se encuentra al reverso de esta página.

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 P O Box 80077  
 Prescott AZ 86304-8077

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 Write your TEP account number on front of check or money order.

**Final Bill**

Account	DUE DATE	AMOUNT DUE	+ Contribution*	Amount Paid
5922039500	08-28-2007	\$78.22		

N 01 5922039500 000007847 D 000007822 D 0

#BWNDCCF

LANDMARK PROPERTIES  
 3737 E BELLEVUE, 4  
 TUCSON AZ 85716



\*HEERO Contribution\*\*

(Add one-time amount to share with a less fortunate neighbor. Visit [tep.com](http://tep.com) to have a monthly pledge automatically added to your bill.)  
 \*\*HEERO - Help with Emergency Energy Relief Operation

TUCSON ELECTRIC POWER COMPANY  
 P O BOX 80077  
 PRESCOTT AZ 86304-8077





Account: 5922039500  
 Customer Name: LANDMARK PROPERTIES

Residential (Service No. 5922039079)  
 Amount Transferred From Another Account 78.47 CR

**R01 - Residential (Closed Service No. 5922039474)**

Cost of Electric Service Used 7-18-07 - 8-13-07

**COMPETITIVE SERVICES**

Generation of Electricity	56.72
AZISA Assessment	0.01
Transmission & Ancillary	8.04
Billing	2.52
Meter Services	1.01
Meter Reading	0.80

The Above Competitive Charges Can  
 Be Compared to Other Suppliers

**TEP DELIVERY SERVICES**

Customer Charge	0.62
Distribution Delivery	22.93
System Benefits	1.03
Environmental Portfolio Surcharge	0.35
Competition Transition Charge	23.31 CR

**TAXES AND ASSESSMENTS**

ACC Assessment	0.14
RUCO Assessment	0.03
City Franchise Fee	1.51
State Sales Tax	4.05
County Sales Tax	0.36
City Sales Tax	1.41

Total Electric Service Charges 78.22

Meter	Unit of Measure	Next Read Date	Current Read Date	Prior Read Date	Days	Current Reading	- Prior Reading	= Reading Difference	x Multiplier	= Usage
AMR3-54789	KWH	8-15	8-11	7-17	27	1244	1172	72	10	720

**Final Bill**

Account: 8038237033  
 Bill Date: 1-08-2008  
 Customer Name: LANDMARK PROPERTIES  
 Service Address: 3737 E BELLEVUE ST. 12  
 TUCSON AZ 85716-4037

Previous Balance	- Payments/Credits	+ Charges/Debits	= Current Balance
71.02	71.02	179.71	179.71

DUE DATE	AMOUNT DUE
1-21-2008	\$179.71

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**Final Bill**

Account	DUE DATE	AMOUNT DUE	+ Contribution* =	Amount Paid
8038237033	01-21-2008	\$179.71		

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LANDMARK PROPERTIES  
 3737 E BELLEVUE ST. 12  
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Account: 8038237033  
 Customer Name: LANDMARK PROPERTIES

**R01 - Residential (Closed Service No. 8038237343)**

Cost of Electric Service Used 12-15-07 - 1-3-08

**COMPETITIVE SERVICES**

Generation of Electricity	14.65
Transmission & Ancillary	2.45
Billing	2.52
Meter Services	1.01
Meter Reading	0.80

The Above Competitive Charges Can  
 Be Compared to Other Suppliers

**TEP DELIVERY SERVICES**

Customer Charge	0.62
Distribution Delivery	7.01
System Benefits	0.32
Environmental Portfolio Surcharge	0.19
Competition Transition Charge	7.11 CR

**TAXES AND ASSESSMENTS**

ACC Assessment	0.04
RUCO Assessment	0.01
City Franchise Fee	0.46
State Sales Tax	1.29
County Sales Tax	0.11
City Sales Tax	0.45

Total Electric Service Charges	24.82
--------------------------------	-------

Service Establishment Fee (including taxes)	14.63
---	-------

Amount Transferred From Another Account	140.26
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Total Charges	179.71
---------------	--------

Meter	Unit of Measure	Next Read Date	Current Read Date	Prior Read Date	Days	Current Reading	- Prior Reading	= Reading Difference	x Multiplier	= Usage
AMR3-50606	KWH	1-18	1-03	12-14	20	566	544	22	10	220

**Residential (Service No. 8038237794)**

Amount Transferred From Another Account	71.02 CR
---	----------

**Final Bill**

Account: 8129723761  
 Bill Date: 12-12-2007  
 Customer Name: LANDMARK PROPERTIES  
 Service Address: 3737 E BELLEVUE ST, 13  
 TUCSON AZ 85716-4037

Previous Balance	Payments/Credits	+ Charges/Debits	= Current Balance
30.14	0.00	7.97	38.11

DUE DATE	AMOUNT DUE
12-26-2007	\$38.11

**R01 - Residential (Closed Service No. 8129723454)**

Cost of Electric Service Used 11-15-07 - 12-6-07

**COMPETITIVE SERVICES**

Generation of Electricity	1.84
Transmission & Ancillary	0.34
Billing	2.52
Meter Services	1.01
Meter Reading	0.80

The Above Competitive Charges Can  
 Be Compared to Other Suppliers

**TEP DELIVERY SERVICES**

Customer Charge	0.62
Distribution Delivery	0.95
System Benefits	0.04
Environmental Portfolio Surcharge	0.03
Competition Transition Charge	0.85 CR

**TAXES AND ASSESSMENTS**

ACC Assessment	0.01
City Franchise Fee	0.06
State Sales Tax	0.41
County Sales Tax	0.04
City Sales Tax	0.15

Total Electric Service Charges 7.97

Meter	Unit of Measure	Next Read Date	Current Read Date	Prior Read Date	Days	Current Reading	- Prior Reading	= Reading Difference	x Multiplier	= Usage
AMR3-55705	KWH	12-17	12-06	11-14	22	1916	1913	3	10	30

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Account	DUE DATE	AMOUNT DUE	* Contribution* =	Amount Paid
8129723761	12-26-2007	\$38.11		

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LANDMARK PROPERTIES

**Final Bill**

Account: 2347481762  
 Bill Date: 3-17-2008  
 Customer Name: LANDMARK PROPERTIES  
 Service Address: 3737 E BELLEVUE ST. 14  
 TUCSON AZ 85716-4037

Previous Balance	- Payments/Credits	+ Charges/Debits	= Current Balance
196.91	0.00	8.85	205.76

DUE DATE	AMOUNT DUE
3-27-2008	\$205.76

**R01 - Residential (Closed Service No. 2347481822)**

Cost of Electric Service Used 2-19-08 - 3-7-08

**COMPETITIVE SERVICES**

Generation of Electricity	2.62
Transmission & Ancillary	0.45
Billing	2.52
Meter Services	1.01
Meter Reading	0.80

The Above Competitive Charges Can  
 Be Compared to Other Suppliers

**TEP DELIVERY SERVICES**

Customer Charge	0.62
Distribution Delivery	1.28
System Benefits	0.06
Environmental Portfolio Surcharge	0.04
Competition Transition Charge	1.30 CR

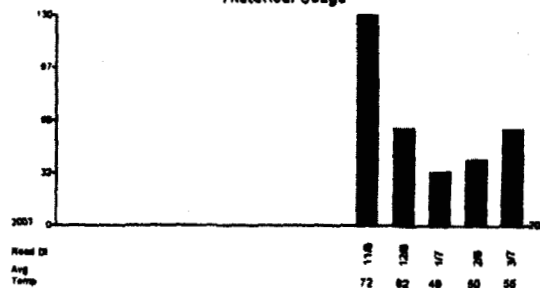
**TAXES AND ASSESSMENTS**

ACC Assessment	0.01
City Franchise Fee	0.08
State Sales Tax	0.46
County Sales Tax	0.04
City Sales Tax	0.16

Total Electric Service Charges 8.85

Meter	Unit of Measure	Next Read Date	Current Read Date	Prior Read Date	Days	Current Reading	- Prior Reading	= Reading Difference	x Multiplier	= Usage
AMR3-49933	KWH	3-18	3-07	2-18	18	2121	2117	4	10	40

Historical Usage



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Account	DUE DATE	AMOUNT DUE	+ Contribution* =	Amount Paid
2347481762	03-27-2008	\$205.76		

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# Final Bill

Page 1 of 1

Account: 7011618460  
 Bill Date: 8-08-2007  
 Customer Name: LANDMARK PROPERTIES  
 Service Address: 3737 E BELLEVUE ST. 15  
 TUCSON AZ 85716-4037

Previous Balance	Payments/Credits	+ Charges/Debits	= Current Balance
194 65	0 00	29 70	224 35

DUE DATE	AMOUNT DUE
8-20-2007	\$224.35

Join TEP at the Alternative Energy EXPO on Friday, September 14, from 3pm to 7pm and Saturday, September 15, from 10am to 6pm at the Tucson Convention Center. A \$5 admission charge may apply. Visit [tucsonalternatenergyexpo.com](http://tucsonalternatenergyexpo.com) for more details.

## R01 - Residential (Closed Service No. 7011618209)

Cost of Electric Service Used 7-18-07 - 8-3-07

### COMPETITIVE SERVICES

Generation of Electricity	18.76
Transmission & Ancillary	2.68
Billing	2.52
Meter Services	1.01
Meter Reading	0.80

The Above Competitive Charges Can  
 Be Compared to Other Suppliers

### TEP DELIVERY SERVICES

Customer Charge	0.62
Distribution Delivery	7.64
System Benefits	0.34
Environmental Portfolio Surcharge	0.21
Competition Transition Charge	7.65 CR

### TAXES AND ASSESSMENTS

ACC Assessment	0.05
RUCO Assessment	0.01
City Franchise Fee	0.50
State Sales Tax	1.54
County Sales Tax	0.13
City Sales Tax	0.54

Total Electric Service Charges 29.70

Meter	Unit of Measure	Next Read Date	Current Read Date	Prior Read Date	Days	Current Reading	- Prior Reading	= Reading Difference	x Multiplier	= Usage
XH-50847	KWH	8-15	8-03	7-17	17	2773	2749	24	10	240

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Account	DUE DATE	AMOUNT DUE	+ Contribution* =	Amount Paid
7011618460	08-20-2007	\$224.35		

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**Final Bill**

Account: 6180668937  
 Bill Date: 9-17-2007  
 Customer Name: LANDMARK PROPERTIES  
 Service Address: 3737 E BELLEVUE ST, 17  
 TUCSON AZ 85716-4037

Previous Balance	- Payments/Credits	+ Charges/Debits	= Current Balance
0 00	0 00	67 68	67 68

DUE DATE	AMOUNT DUE
9-27-2007	\$67.68

**R01 - Residential (Closed Service No. 6180668481)**

Cost of Electric Service Used 8-14-07 - 9-14-07

**COMPETITIVE SERVICES**

Generation of Electricity	32 58
Transmission & Ancillary	5 25
Billing	2 52
Meter Services	1 01
Meter Reading	0 80

The Above Competitive Charges Can  
 Be Compared to Other Suppliers

**TEP DELIVERY SERVICES**

Customer Charge	0 62
Distribution Delivery	14 97
System Benefits	0 67
Environmental Portfolio Surcharge	0 35
Competition Transition Charge	10 79 CR

**TAXES AND ASSESSMENTS**

ACC Assessment	0 10
RUCO Assessment	0 02
City Franchise Fee	0 99
State Sales Tax	2 75
County Sales Tax	0 25
City Sales Tax	0 96

Total Electric Service Charges	53 05
Service Establishment Fee (including taxes)	14 63

Total Charges 67 68

Meter	Unit of Measure	Next Read Date	Current Read Date	Prior Read Date	Days	Current Reading	- Prior Reading	= Reading Difference	x Multiplier	= Usage
XH-600043	KWH	10-15	9-14	8-13	32	3380	3333	47	10	470

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Account	DUE DATE	AMOUNT DUE	+ Contribution* =	Amount Paid
6180668937	09-27-2007	\$67.68		

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# Final Bill

Page 1 of 1

Account: 1311720421  
 Bill Date: 1-07-2008  
 Customer Name: LANDMARK PROPERTIES  
 Service Address: 3737 E BELLEVUE ST. 18  
 TUCSON AZ 85716-4037

Previous Balance	Payments/Credits	+ Charges/Debits	= Current Balance
154.25	0.00	7.97	162.22

Delinquent Amount	DUE DATE	AMOUNT DUE
\$154.25	1-17-2008	\$162.22

## R01 - Residential (Closed Service No. 1311720738)

Cost of Electric Service Used 12-18-07 - 1-3-08

### COMPETITIVE SERVICES

Generation of Electricity	2.01
Transmission & Ancillary	0.34
Billing	2.52
Meter Services	1.01
Meter Reading	0.80

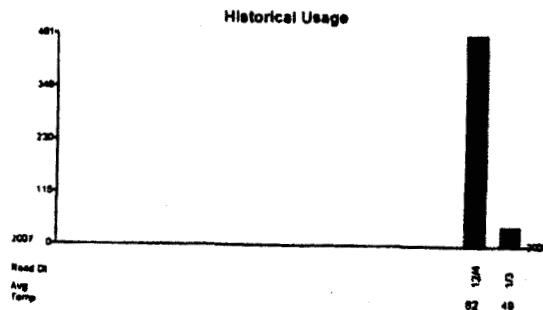
The Above Competitive Charges Can Be Compared to Other Suppliers

### TEP DELIVERY SERVICES

Customer Charge	0.62
Distribution Delivery	0.95
System Benefits	0.04
Environmental Portfolio Surcharge	0.03
Competition Transition Charge	1.02 CR

### TAXES AND ASSESSMENTS

ACC Assessment	0.01
City Franchise Fee	0.06
State Sales Tax	0.41
County Sales Tax	0.04
City Sales Tax	0.15



Total Electric Service Charges 7.97

Meter	Unit of Measure	Next Read Date	Current Read Date	Prior Read Date	Days	Current Reading	- Prior Reading	= Reading Difference	x Multiplier	= Usage
XH-529245	KWH	1-18	1-03	12-17	17	5938	5935	3	10	30

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Account	DUE DATE	AMOUNT DUE	+ Contribution*	Amount Paid
1311720421	01-17-2008	\$162.22		

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# Final Bill

Page 1 of 1

Account: 3774215558  
 Bill Date: 1-21-2008  
 Customer Name: LANDMARK PROPERTIES  
 Service Address: 3737 E BELLEVUE ST. 24  
 TUCSON AZ 85716-4006

Previous Balance	- Payments/Credits	+ Charges/Debits	= Current Balance
195.95	0.00	13.29	209.24

DUE DATE	AMOUNT DUE
1-31-2008	\$209.24

## R01 - Residential (Closed Service No. 3774215345)

Cost of Electric Service Used 12-18-07 - 1-15-08

### COMPETITIVE SERVICES

Generation of Electricity	5.91
Transmission & Ancillary	1.01
Billing	2.52
Meter Services	1.01
Meter Reading	0.80

The Above Competitive Charges Can  
 Be Compared to Other Suppliers

### TEP DELIVERY SERVICES

Customer Charge	0.62
Distribution Delivery	2.86
System Benefits	0.13
Environmental Portfolio Surcharge	0.08
Competition Transition Charge	2.85 CR

### TAXES AND ASSESSMENTS

ACC Assessment	0.02
City Franchise Fee	0.19
State Sales Tax	0.69
County Sales Tax	0.06
City Sales Tax	0.24

Total Electric Service Charges 13.29

Meter	Unit of Measure	Next Read Date	Current Read Date	Prior Read Date	Days	Current Reading	- Prior Reading	= Reading Difference	x Multiplier	= Usage
AMR3-56389	KWH	1-18	1-16	12-17	30	3007	1998	9	10	90

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Account	DUE DATE	AMOUNT DUE	+ Contribution*	Amount Paid
3774215558	01-31-2008	\$209.24		

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# Final Bill

Page 1 of 1

Account: 7628431122  
 Bill Date: 12-06-2007  
 Customer Name: LANDMARK PROPERTIES  
 Service Address: 3737 E BELLEVUE ST, 26  
 TUCSON AZ 85716-4006

Previous Balance	Payments/Credits	+ Charges/Debits	= Current Balance
24.76	0.00	7.07	31.83

DUE DATE	AMOUNT DUE
12-18-2007	\$31.83

## R01 - Residential (Closed Service No. 7628431764)

Cost of Electric Service Used 11-15-07 - 12-4-07

### COMPETITIVE SERVICES

Generation of Electricity	1.22
Transmission & Ancillary	0.22
Billing	2.52
Meter Services	1.01
Meter Reading	0.80

The Above Competitive Charges Can  
 Be Compared to Other Suppliers

### TEP DELIVERY SERVICES

Customer Charge	0.62
Distribution Delivery	0.63
System Benefits	0.02
Environmental Portfolio Surcharge	0.02
Competition Transition Charge	0.56 CR

### TAXES AND ASSESSMENTS

ACC Assessment	0.01
City Franchise Fee	0.04
State Sales Tax	0.36
County Sales Tax	0.03
City Sales Tax	0.13

Total Electric Service Charges 7.07

Meter	Unit of Measure	Next Read Date	Current Read Date	Prior Read Date	Days	Current Reading	- Prior Reading	= Reading Difference	x Multiplier	= Usage
XH-214939	KWH	12-17	12-04	11-14	20	3826	3824	2	10	20

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Account	DUE DATE	AMOUNT DUE	* Contribution* =	Amount Paid
7628431122	12-18-2007	\$31.83		

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# Final Bill

Page 1 of 1

Account: 3491483347  
 Bill Date: 1-10-2008  
 Customer Name: LANDMARK PROPERTIES  
 Service Address: 3737 E BELLEVUE ST, 218  
 TUCSON AZ 85716-4038

Previous Balance	Payments/Credits	+ Charges/Debits	= Current Balance
29.67	0.00	38.14	67.81

DUE DATE	AMOUNT DUE
1-22-2008	\$67.81

## R01 - Residential (Closed Service No. 3491483303)

Cost of Electric Service Used 12-18-07 - 1-7-08

### COMPETITIVE SERVICES

Generation of Electricity	24.48
Transmission & Ancillary	4.13
Billing	2.52
Meter Services	1.01
Meter Reading	0.80

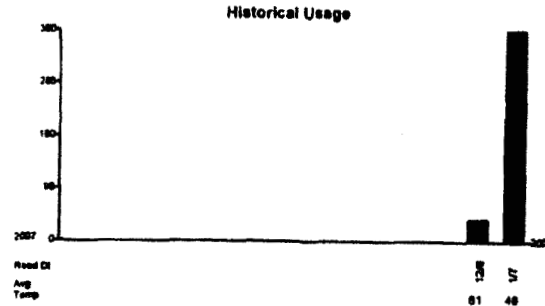
The Above Competitive Charges Can  
 Be Compared to Other Suppliers

### TEP DELIVERY SERVICES

Customer Charge	0.62
Distribution Delivery	11.79
System Benefits	0.53
Environmental Portfolio Surcharge	0.32
Competition Transition Charge	11.76 CR

### TAXES AND ASSESSMENTS

ACC Assessment	0.07
RUCO Assessment	0.01
City Franchise Fee	0.78
State Sales Tax	1.98
County Sales Tax	0.17
City Sales Tax	0.69



### Total Electric Service Charges

38.14

Meter	Unit of Measure	Next Read Date	Current Read Date	Prior Read Date	Days	Current Reading	- Prior Reading	= Reading Difference	x Multiplier	= Usage
XH-634049	KWH	1-18	1-07	12-17	21	4008	3971	37	10	170

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Account	DUE DATE	AMOUNT DUE	+ Contribution*	= Amount Paid
3491483347	01-22-2008	\$67.81		

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LANDMARK PROPERTIES

3737 E BELLEVUE, 4

TUCSON AZ 85716

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LANDMARK PROPERTIES

# Final Bill

Page 1 of 1

Account: 6978467648  
 Bill Date: 9-11-2007  
 Customer Name: LANDMARK PROPERTIES  
 Service Address: 3737 E BELLEVUE ST. 225  
 TUCSON AZ 85716-4038

Previous Balance	- Payments/Credits	+ Charges/Debits	= Current Balance
33 15	0.00	79 23	112 38

DUE DATE	AMOUNT DUE
9-24-2007	\$112.38

## R01 - Residential (Closed Service No. 8978467233)

Cost of Electric Service Used 8-16-07 - 9-7-07

### COMPETITIVE SERVICES

Generation of Electricity	52.94
AZISA Assessment	0.01
Transmission & Ancillary	8.15
Billing	2.52
Meter Services	1.01
Meter Reading	0.80

The Above Competitive Charges Can  
 Be Compared to Other Suppliers

### TEP DELIVERY SERVICES

Customer Charge	0.62
Distribution Delivery	23.25
System Benefits	1.05
Environmental Portfolio Surcharge	0.35
Competition Transition Charge	19.07 CR

### TAXES AND ASSESSMENTS

ACC Assessment	0.14
RUCO Assessment	0.03
City Franchise Fee	1.53
State Sales Tax	4.10
County Sales Tax	0.37
City Sales Tax	1.43

Total Electric Service Charges

79.23

Meter	Unit of Measure	Next Read Date	Current Read Date	Prior Read Date	Days	Current Reading	- Prior Reading	= Reading Difference	x Multiplier	= Usage
XH-601943	KWH	9-14	9-07	8-15	23	1681	1608	73	10	730

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Account	DUE DATE	AMOUNT DUE	+ Contribution* =	Amount Paid
6978467648	09-24-2007	\$112.38		

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LANDMARK PROPERTIES  
 3737 E BELLEVUE, 4  
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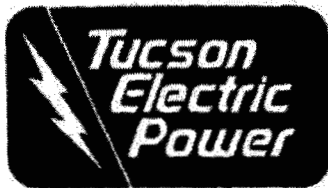
\*HEERO Contribution\*\*

(Add one time amount to share with a less fortunate neighbor. Visit tep.com to have a monthly pledge automatically added to your bill.)

\*\*HEERO - Help with Emergency Energy Relief Operation

TUCSON ELECTRIC POWER COMPANY  
 P.O. BOX 80077  
 PRESCOTT AZ 86304-8077

# EXHIBIT D



## **Tucson Electric Power Company Rules and Regulations**

A UniSource Energy Company

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### **SECTION 11 BILLING AND COLLECTION (continued)**

#### **H. Deferred Payment Plan**

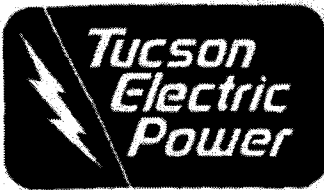
1. The Company may, prior to termination, offer to qualifying residential Customers a deferred payment plan for the Customer to retire unpaid bills for electric service.
2. Each deferred payment agreement entered into by the Company and the Customer, due to the Customer's inability to pay an outstanding bill in full, will provide that service will not be discontinued if:
  - a. Customer agrees to pay a reasonable amount of the outstanding bill at the time the parties enter into the deferred payment agreement.
  - b. Customer agrees to pay all future bills for electric service in accordance with the Company's Pricing Plans.
  - c. Customer agrees to pay a reasonable portion of the remaining outstanding balance in installments over a period not to exceed six (6) months.

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Filed By: Raymond S. Heyman  
Title: Senior Vice President and General Counsel  
District: Entire Electric Service Area

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# **EXHIBIT E**



## Tucson Electric Power Company Rules and Regulations

A UniSource Energy Company

### SECTION 11 BILLING AND COLLECTION

#### B. Combining Meters, Minimum Bill Information

2. Each bill for residential service will contain the following minimum information:
  - a. Date and meter reading at the start of billing period or number of days in the billing period;
  - b. Date and meter reading at the end of the billing period;
  - c. Billed usage and demand (if applicable);
  - d. Rate schedule number;
  - e. Company telephone number;
  - f. Customer's name;
  - g. Service account number;
  - h. Amount due and due date;
  - i. Past due amount;
  - j. Adjustment clause costs, where applicable;
  - k. All applicable taxes; and
  - l. The address for the Arizona Corporation Commission.

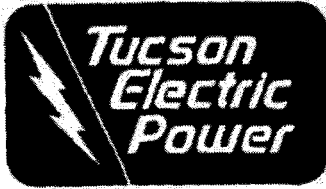
#### C. Billing Terms

1. All bills for the Company's services are due and payable no later than ten (10) days from the date the bill is rendered. Any payment not received within this time frame will be considered past due.
2. For purposes of this rule, the date a bill is rendered may be evidenced by:
  - a. The postmark date;
  - b. The mailing date; or
  - c. The billing date shown on the bill. However, the billing date will not differ from the postmark or mailing date by more than two (2) days.
3. All past due bills for the Company's services are due and payable within fifteen (15) days. Any payment not received within this time frame will be considered delinquent and will incur a late payment finance charge.

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District: Entire Electric Service Area

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## Tucson Electric Power Company Rules and Regulations

A UniSource Energy Company

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### SECTION 11 **BILLING AND COLLECTION** (continued)

4. All delinquent bills for which payment has not been received within five (5) days will be subject to the provisions of the Company's termination procedures.
5. All payments of current amounts may be made at or mailed to the office of the Company or to the Company's duly authorized representative.

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Filed By:	Raymond S. Heyman
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District:	Entire Electric Service Area

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